

CLAIMS

1. A method for providing virtual mentoring to members of an organization, comprising:
- 5                   determining knowledge needed for virtual mentoring by:
- conducting discussions with designated leaders of multiple disciplines  
                    and any advisory entity within the organization about the needed knowledge;  
                    and
- identifying Quality Management results/outcomes considered by the  
                    organization based on the discussions;
- 10                 consulting experts on the identified QM results/outcomes within the  
organization to obtain each expert's individual experience and intellectual capital on  
the identified QM results/outcomes;
- acquiring additional knowledge needed for virtual mentoring through an  
exchange or extraction of information on designated topics that are presented in
- 15                 designated communications with members of the organization;
- compiling detailed functional best practices and techniques of top functional  
experts based on the obtained individual experiences and intellectual capitals on the  
identified QM results/outcomes and the acquired additional knowledge;
- conducting text data mining of the organization for information relating to
- 20                 needed knowledge and needed additional knowledge;
- providing predictive modeling of the mined text data; and
- leveraging the provided predictive modeling with QM results/outcomes, the  
detailed functional best practices, and the techniques of top functional experts to  
provide "just-in-time" training information to members of the organization based
- 25                 each member's position and level of expertise within the organization.

2. The method of claim 1, wherein the step of consulting experts includes capturing from the experts the detailed functional best practices and techniques.

3. The method of claim 1, wherein the step of conducting discussions with  
5 designated leaders of multiple disciplines further comprises:  
obtaining insight and opinion from the designated leaders on capturing tribal knowledge within the organization.

4. The method of claim 1, wherein the step of determining knowledge needed  
10 for virtual mentoring further comprises:  
conducting discussions between selected ones of the designated leaders with focus groups of members of the organization to solicit feedbacks on the needed knowledge.

15 5. The method of claim 1, wherein the step of determining knowledge needed for virtual mentoring further comprises:  
conducting interactive discussions between a home office, information technology group, and focus groups of the organization on ways to achieve the QM results/outcomes.

20 6. The method of claim 1, wherein the step of acquiring additional knowledge needed for virtual mentoring further comprises:  
featuring a topic for a designated period of time;  
developing a knowledge access location so that key leadership of the  
25 organization is made available to members of the organization.

7. The method of claim 6, wherein the step of acquiring additional knowledge needed for virtual mentoring further comprises:

featuring one or more additional topics for the exchange or extraction of information from the additional topics among members of the organization.

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8. The method of claim 6, wherein the knowledge access location is a virtual or actual knowledge chat room.

9. The method of claim 6, wherein the knowledge access location is a virtual or actual bulletin board.

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10. The method of claim 1, wherein the just-in-time training information can be automatically provided to members of the organization at designated desired times and available for the members to retrieve as needed.

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11. The method of claim 10, wherein the just-in-time training information can be automatically provided via electronic pop-up menus on screens available to the members.

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12. The method of claim 1 wherein the just-in-time training information includes an electronic on-line help mechanism on screens available to the members.